



The Cayman Island's "Meet & Greet" *Fast Track* Program for immigration and customs processing

To book please email: Ivis Matute on ivis.matute@caymanairports.com and copy in Kenworth Connor on Kenworth.connor@caymanairports.com as well as Melissa Ebanks on Melissa.ebanks@caymanairports.com

Overview:-

CIAAs meet and greet has the ability to offer our services for a single guest, families and to date groups of up to 420 persons. Below is an outline of the service we provide for arrival and departure. As we refine our services to enhance the programme both the outline below and cost are subject to change.

There is a charge of CI\$30 (US\$ 36.58) per person for each arrival and/or departure, we can do either or both upon request. Service fees are for guest from age 4 and upwards. ***Children 3 years and under are free***

Arrivals:

- Greet guest at the airside with a family / group signage
- Fast track the guest through Immigration and Customs arrival process
- Escort guest to taxi dispatch booth, rental car agency or mode of transportation

Departures:

- Greet the guest at the drop-off curb side with a family / group signage
- Assist with luggage (with passengers consent)
- Provide escort during check-in (we recommend checking in online whenever possible, the speeds up the process if the guests can arrive with their boarding passes already printed). We advise you of this because at times airline agents does not allow for us to cut in front of the other passengers to check in
- Fast track through security checkpoint and immigration. Please note that during our peak periods and/or season these lines on a Saturday and Sunday between the hours of 11am – 2pm can have a processing time of up to 2 hours
- All prior to escorting the guest to their respective gates

How to book and other important information:

- CIAA requires our partners to provide us with
 - Passengers full name (as it appears on their travel documents)
 - Full flight information. Airline name – flight number – flight arrival / departure time
- Due to the customs law we are not allowed to handle baggage for arriving passengers
 - We will however provide a luggage cart; should availability permit and as needed by the guest
- Booking notice: 48 hours' in advance of arriving / departing passenger flights. However, earlier notification is appreciated and accepted
 - Booking notice for larger groups beyond 48 hours' is required to make the necessary arrangements needed
- Payment: at the time of booking we will require either the guest / company credit card to receive payment. This will only be done after the service is provided
 - American express is not accepted – our apologies for any inconvenience caused
 - For your convenience, a copy of your receipt will be emailed to you once charged
 - Company billings can also be done through setting up an account with CIAA. At which point the Authority will invoice you for services rendered

Please do let us know if you have any questions or concerns.

Regards,

Ivis Matute

Customer Service Officer